

EXCEPTION REPORT #14

Verizon-NJ (VZN-NJ) failed to show parity with the retail success rate for the timely closeout of trouble tickets for repairs of Resale services.

Issue

KPMG Consulting inserted faults into lines in four Central Offices and several dispatch-out locations in New Jersey. After the faults were inserted, trouble tickets were created electronically, using the RETAS interface, or verbally, through a phone call to the Regional CLEC Maintenance Center (RCMC). After the troubles were cleared by VZN-NJ, RETAS trouble histories were printed for all the closed tickets, including those that had been reported to the RCMC directly. These reports show a less than satisfactory success rate for meeting the appointment or standard interval time provided by VZN-NJ for the trouble repair completion.

The standard of parity with retail is based on the Carrier to Carrier guidelines which define retail POTS troubles as "Loop," "Central Office," or "CPE/TOK/FOK." In order to allow comparison with retail, KPMG Consulting also defined the faults according to these guidelines. The standard against which Verizon-NJ's Resale performance was held was the MR-3 metric for October; which provides a 71.03% success rate for the timely repair of retail loop troubles and a 89.92% success rate for the timely repair of retail central office troubles. KPMG Consulting did not define any of the troubles as CPE/TOK/FOK.

Verizon-NJ failed to meet 4 of their appointment times (commitments) for the 11 Resale POTS "Central Office" troubles inserted, resulting in a success rate of 63.63%. Out of the 4 Resale POTS "loop" troubles tested, the objective times set for those troubles were missed 2 times; this results in a success rate of just 50%. Both of these results fall well below the success rate of Verizon-NJ for on-time repair of comparable retail POTS service.

The following tables illustrate the faults where VZN-NJ did not meet the provided repair appointment commitment:

Timeliness of Repair for Resale POTS “Central Office” Troubles *

Telephone Number/Circuit ID	Trouble Ticket number	VZN Provided Appointment Time	Actual Time Trouble Ticket Closed	Comments
856 857-2273	0037585	10/20/00 23:00	10/23/00 15:12	This was a feature fault, but the ticket was not closed for almost three days.
732 729-8227	0352135	10/20/00 23:00	10/23/00 20:27	According to RETAS, this trouble ticket was closed three days later. The technician did call to close the ticket 10/18/00 23:40 GMT.
201 386-6294	0381087	11/2/00 13:00	11/2/00 19:54	This ticket was closed almost 7 hours after the stated appointment time.
201 386-6386	0381924	11/2/00 13:00	11/2/00 21:45	This ticket was closed 8 hours and 45 minutes after the stated appointment time.

*Note: Unless otherwise specified, all times provided are GMT.

Timeliness of Repair for Resale POTS “Loop” Type Troubles*

Telephone Number/Circuit ID	Trouble Ticket number	VZN Provided Appointment Time	Actual Time Trouble Ticket Closed	Comments
201 386-6259	0175247	10/19/00 20:00	10/19/00 20:54	The RETAS trouble history states that this trouble was cleared 10/19/00 18:59, but the ticket was not closed for another 2 hours, almost a full hour after the VZN provided stated

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				appointment time.
201 386-6389	0447086	11/3/00 19:00	11/3/00 22:19	This ticket was closed over 2 hours after the stated appointment time.

*Note: Unless otherwise specified, all times provided are GMT.

Assessment

A CLEC is judged on the quality of service it provides. The end-user views the CLEC as the party responsible for repairing and maintaining the lines, therefore when a services appointment (restoration deadline) is missed the CLEC is faulted, potentially costing that CLEC customers. Verizon meeting self imposed appointments and target intervals allows a CLEC to interface efficiently with their end users when processing reports. In addition, a CLEC is responsible for making follow up calls to the RCMC to escalate service or check on the status of a trouble ticket. This activity increases when appointments are missed and could force CLECs to increase their work force to handle the additional activity, which can increase operational expenses for the CLEC. Failure by VZN-NJ to meet self-imposed repair deadlines results in both higher expenses and greater customer dissatisfaction for CLECs.